TRICARE Northeast

ROC-TAT

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RAOC Conference

June 25, 2002

LCDR Baker, NC, USNR

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Objectives:

I. Background & Overview of the ROC-TAT
II. Primary Care Appointing Process
III. Primary Care Metrics
IV. Primary Care Template Analysis
V. Specialty Care Appointing Process
VI. Specialty Care Metrics
VII. Specialty Care Template Analysis

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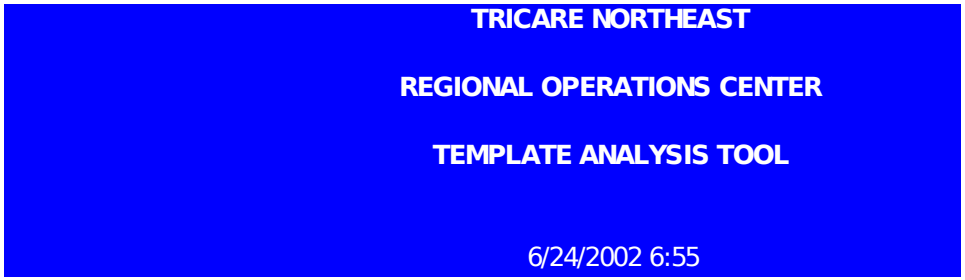
What is the ROC-TAT?

I. ROC-TAT Preview



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Why have a ROC-TAT?

- Regional Overview
- Rapid Screening
- Detailed Analysis
- Pro-active Template Management

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Background

- OCT 01 – Lead Agent directs Operations Center to conduct daily analysis of available Primary Care appointments in the region.
- V.1.0 operational within 10 days of request.
- MAR 02 – LA directs analysis of Specialty Care availability within the NCA
- V.5.0 – Launched 1 APR 02

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Baseline Requirements

- "Near" Real-Time
- Regional (All 7 Hosts)
- Rapid Executive Level Screening
  - The TMA – TAT while having a very friendly user interface, does not have a screening functionality or a Regional view
- Provide Sufficient Detail for Further Analysis
  - At the OLA level
  - **At the MTF level**

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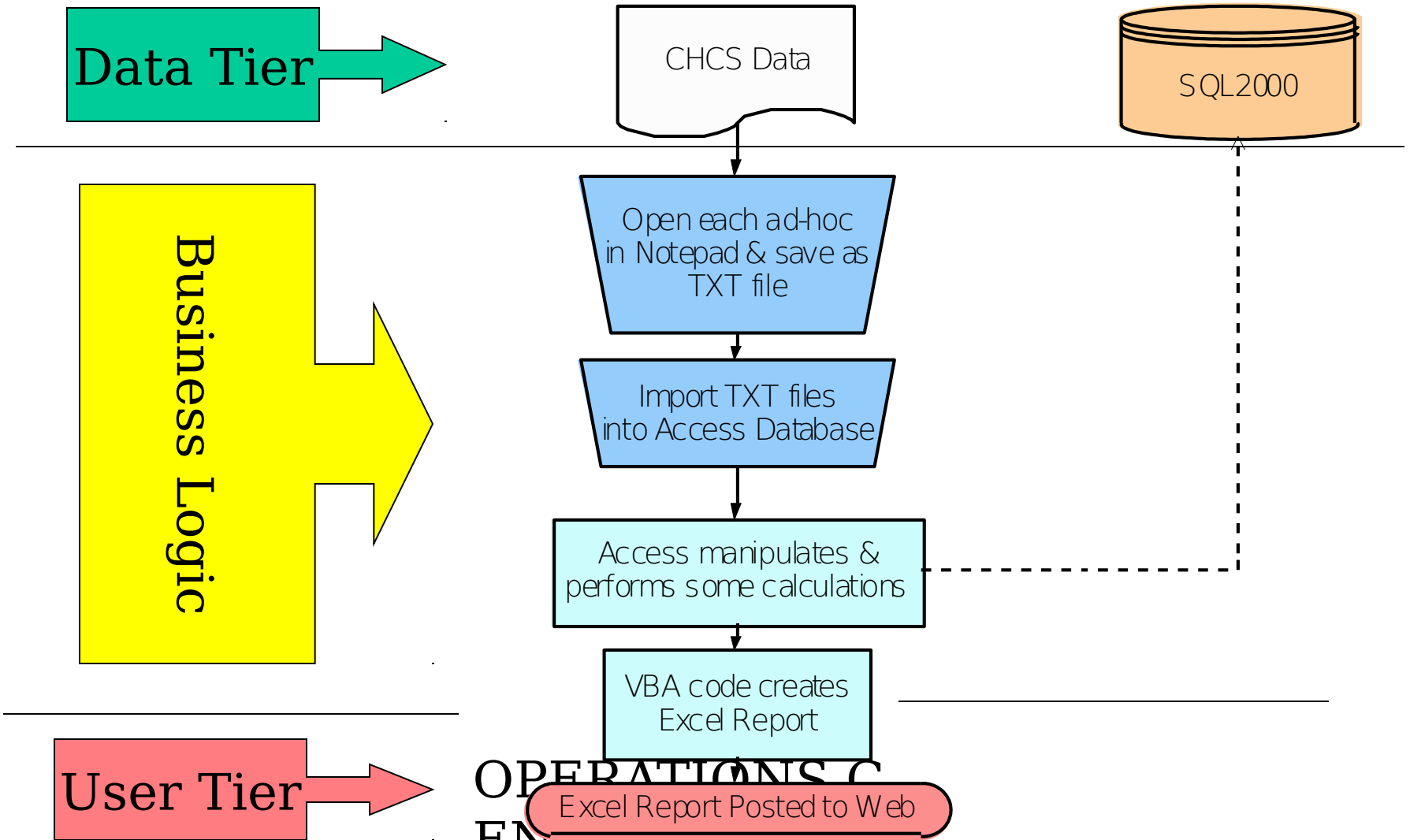
Solution Architecture


Data Tier
CHCS Data
SQL2000
Business Logic
Open each ad-hoc in Notepad & save as TXT file
Import TXT files into Access Database
Access manipulates & performs some calculations
VBA code creates Excel Report
User Tier
Excel Report Posted to Web

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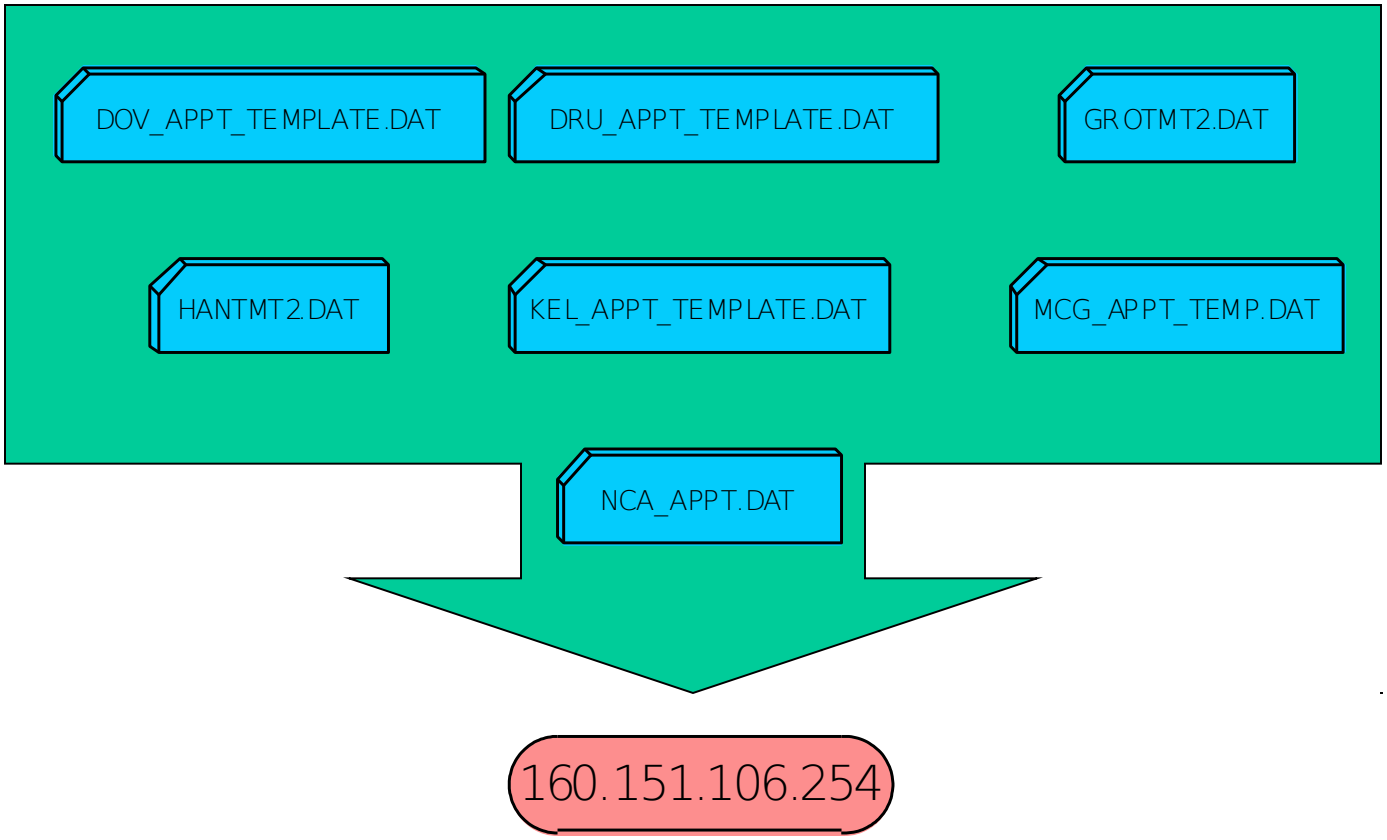
CHCS - Date Tier



Data is pulled from the CHCS Schedulable Entity File OPERATIONS C
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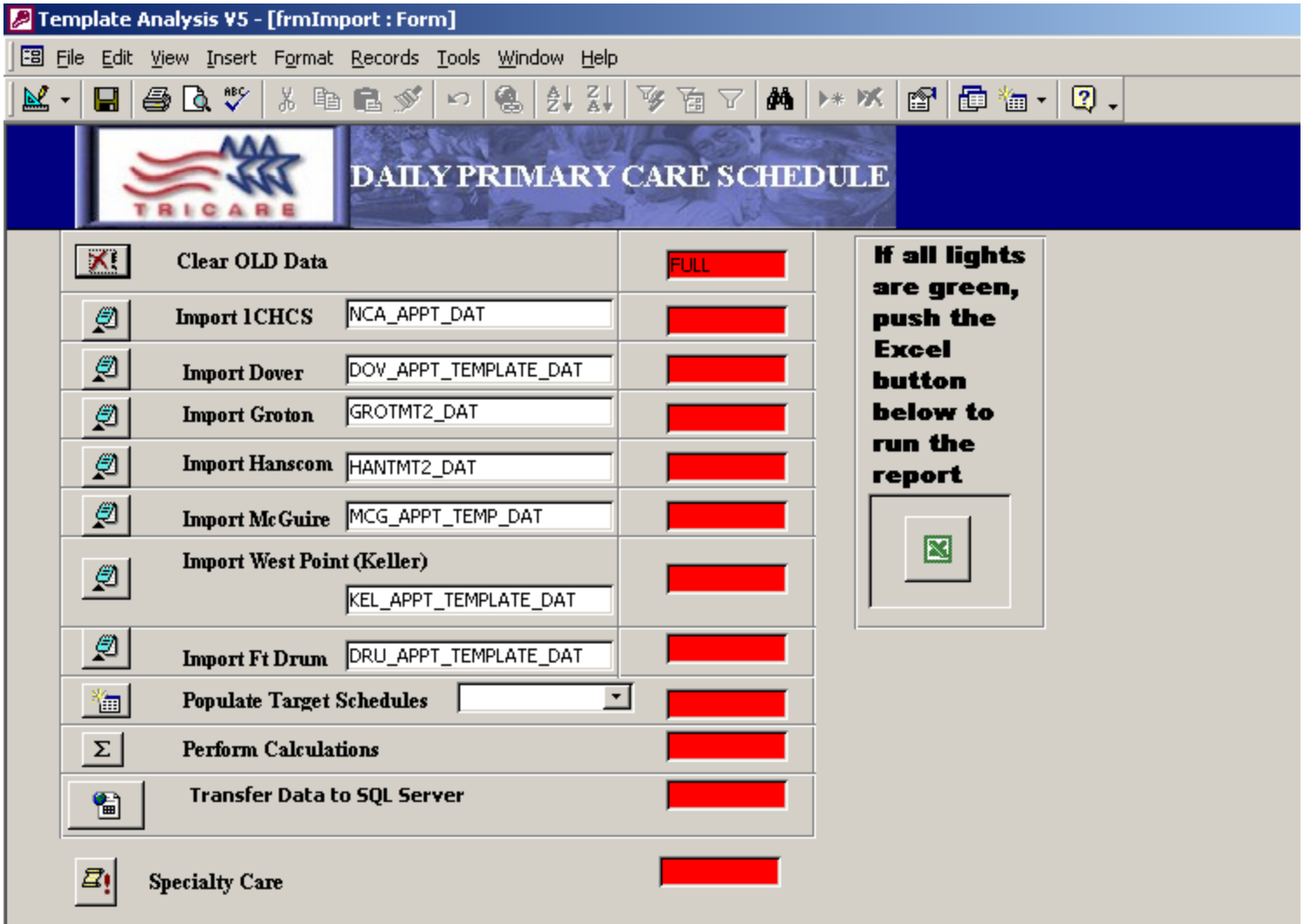
Middle Tier



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Access - Middle Tier

- Primary purpose is to apply business logic to data & create report
  - Not to Store Historical Information
- Tables
  - 98 Total
  - 71 are modified daily
- Queries
  - 159 Total
  - 111 are used in the report production
- VBA Code
  - 6,497 Lines

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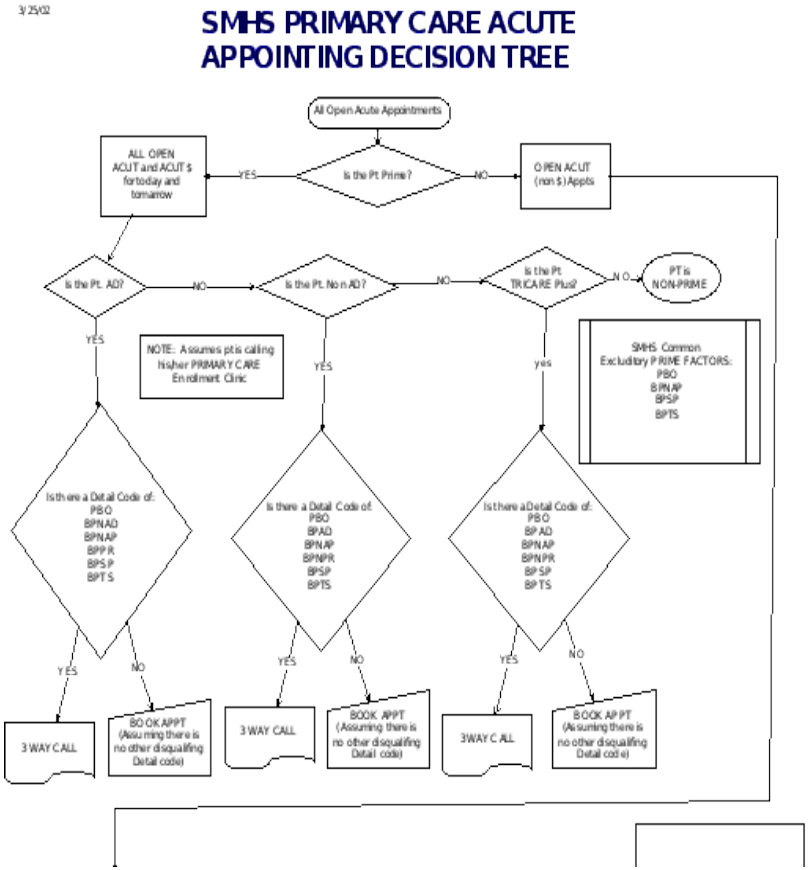
Middle Tier = Business Logic Tier



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Primary Care Appointing Decision Logic

A Beneficiary Type may use an appointment based on the ABSENCE of specific **Detail Codes** reflecting *Patient Access Types* and in keeping with current Appointing Business Rules.

- Refer to SMHS Primary Care Appointing handouts for Acute & Routine

Additional Reference Material

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Patient Access Type Detail Codes

PBO	Provider Book Only
BPAD	Active Duty Only
BPAP	AD, Prime Enrollees (PE)
BPAPS	AD, PE, Special Programs Patients (SPP)
BPNAD	No AD
BPNAP	TRICARE Standard, Space Available and Other – No AD or PE
BPNPR	No PE (Does not exclude AD)
BPPR	PE Only, No AD
BPSP	SPP
BPTS	TRICARE Standard Only

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PCMetrics Worksheet

1	ROC TEMPALATE /	SCALE	SCALE	SCALE	SCALE	SCALE	SCALE	SCALE	SCALE
2	REI 4/19/2002	<=3%	>75%	<=3%	YES	YES	YES	YES	YES
3	SCI ###	3.5% to 5%	51% to 74%	3.1% to 5%					
4	Data Status:	>5%	<50%	>5%	NO	NO	NO	NO	NO
6	T C F N I a S	Cli nic Na me	nic Enr oll- me nt	% Todays Acutes PBO	% PRIME Routine Open to SMHS	% Routines PBO	Available Acute Prime AD within Access	Next Available Acute NAD within Access	Available Routine Prime AD within Access	Available Routine Prime NAD within Access	Six Week Schedule

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Primary Care Business Rules

- Prime Access Standards
  - Acute: 24 hours
  - Routine: 7 days
  - Wellness: 28 days
  - PCM: 28 days
- SMHS may utilize $ designated appointments for a Prime patient seeking care in his/her Prime clinic
- SMHS may book an acute patient into a Routine appointments, if no Acute appointments are available for a Prime patient seeking care in his/her Prime clinic.

Additional Info

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Regional Primary Care Metrics

I. % Prime Acute Open to SMHS

- Measures the percentage of all open Acute appointments SMHS may book a Prime patient into on this date.
- Measurement period is the day of the report.

II. % Acute PBO

- Measures the percentage of every acute appointment on the schedule reserved for clinic booking only.
- Measurement period is the day of the report.

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Regional Primary Care Metrics

III. % Prime Routine Open to SMHS

- Measures the percentage of all open Routine appointments SMHS may book a Prime patient into on this date.
- Measurement period is the day of the report plus 6 days.

IV. % Routine PBO

- Measures the percentage of every Routine appointment on the schedule reserved for clinic booking only.
- Measurement period is the day of the report plus 6 days.

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Regional Primary Care Metrics

V. Next Available Acute Prime AD within Access

- Indicates the next AD acute appointment available, if it is within 24 hours.

VI. Next Available Acute Prime NAD within Access

- Indicates the next acute appointment available for Prime Non Active Duty, if it is within 24 hours.

VII. Next Available Routine Prime AD within Access

- Indicates the next routine appointment available to Active Duty, if it is within 7 days.

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Regional Primary Care Metrics

VIII. Next Available Routine Prime NAD within Access

- Indicates the next routine appointment available Prime Non Active Duty, if it is within 24 hours.

IX. Six Week Schedules

- Measures the maximum date for a Routine appointment,
- No other restrictions are considered.

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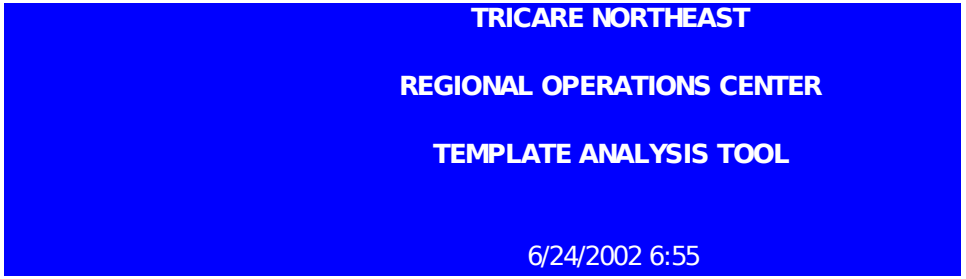
Primary Care Template Analysis

Additional Data is provided on the following worksheets:

- PCMetrics
- PC_Acute
- PC_Routine



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Specialty Care Appointing Business Rules

- Prime Access Standards
  - SPEC: 28 days
  - EST: Provider designated
  - PROC: Provider designated, but not greater than 28 days

Specialty Care Appointing Business Rules

- Referral Priority
  - MTF where patient is enrolled
  - MTF within 1 hour travel time
  - Network provider within 1 hour travel time
  - Non-Network provider within 1 hour
  - Closest Network provider outside travel time
  - Closest Non-network provider outside travel time
  - Nearest Regional Referral Area as defined in SMHS BAFO

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Specialty Care Metrics

- Next Available MTF SPEC/EST
  - Looks to see if the next open appointment is within the next 4 weeks (28 days).
- Next Available SMHS SPEC/EST
  - Looks for the next open appointment, **EXCLUDING** $ or PBO within the next 4 weeks.

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Specialty Care Metrics

- #Days Max Spec/Est Appt
  - Measures how far out the schedules have been opened. Looks for the maximum schedule date for a SPEC/SPEC$ or EST/EST$.
  - Green : at least 42 days (6 weeks)
  - Yellow : between 29 and 41 days
  - Red: less than 29 days

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Ratio Analysis

- Compares the original intent of the schedule to the current state
- Ratio: for every SPEC appointment there are n EST appointments
- Key Consideration:
  - New patients rely upon the SPEC appointment type to gain entry. If the SPEC/EST ratio is significantly greater then the original intent, could EST be converted to SPEC?

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Ratio Analysis

- Example:
  - Clinic designed schedule to have 201 SPEC and 249 EST or a ratio of 1 new patient for every 1.2 follow-ups (1:1.2).
  - Currently the clinic has open 10 SPEC and 139 EST or a ratio of 1 new patient for every 13.9 follow-ups (1:13.9)

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SpecReport

SPECIALTY CARE TEMPLATES							
FROM:	6/24/02						
TO:	7/21/02						
DM	Facili	Clinic	MEPR	Total SPE	Total MTF Open SPE	Total SMHS Open SPE	Next Available MTF SPEC
67	NNMC	ALLERGY CL	BE	BABA	3		
123	DeWitt	ALLERGY CL	DV	BABA	50	1	6/24/02
66	Andrews	ALLERGY CL	MC	BABA	15	1	1 7/18/02
37	WRAMC	ALLERGY CL	W	BABA	81	22	7/3/02

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ROC-TAT Web Site

Welcome to TRICARE Northeast - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address http://tricare-northeast.detrick.army.mil/
Go Links
TRICARE NORTHEAST
Click Here To Link Directly To The TRICARE Management Activity Web Site!
REGION ONE, LEAD AGENT
Home
Beneficiaries
Lead Agent
Mental Health
Provider Search
MTF Locations
Toll Free Listings
Lead Agent Listings
Reg Operations Center
Related Links
Population Health
Regional Operations Center
The Regional Operations Center (ROC) is the information arm of the Resources Analysis & Evaluation Directorate of the TRICARE Northeast Office of the Lead Agent (OLA). We are here to provide program support, decision support, and analytical services for the OLA and MTF personnel. On this page you will find a variety of tools available to assist you in your efforts. If you are unable find the information you are looking for please email us at RegionalOperationsCenter@reg1.tricare.amedd.army.mil or contact the POC with a tool similar to the one you require.
OLA Directory
Resource Sharing/Support
Template Analysis
Bid Price Adjustment (BPA)
Coming Soon!!!
Questions or problems regarding this web site should be directed to Webmaster@reg1.TRICARE.amedd.army.mil
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http://tricare-northeast.detrick.army.mil/Template_Analysis.htm
Internet
Start
1:26 PM

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Questions & Comments:

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